

**Department of
Veterans Affairs**

Memorandum

Date: **December 10, 1998**

From: Deputy Secretary (001)

Subj: Year 2000

To: Under Secretary for Health (10)
Under Secretary for Benefits (20)
Acting Under Secretary for Memorial Affairs (40)

1. Although VA has made substantial progress in meeting the Year 2000 challenge, I am writing to emphasize my expectation that implementation of the systems supporting benefits delivery and health care will be completed by January 31, 1999. I expect you to redirect any necessary resources, including personnel and funding, to meet this deadline.
2. We must also have contingency plans in place to ensure continuity of VA's business operations. In the case of health care, Year 200 business continuity and contingency plans must be in place at each medical center by April 1999. For benefits delivery, VBA should complete business continuity plans for each business line by January 1999 and contingency plans for regional office operations by June 1999. As for Memorial Affairs, the National Cemetery Administration should have business continuity and contingency plans in place by January 1999.
3. Meeting these deadlines will require the full support of VA leadership, including headquarters and field management. I hold you accountable, and you must hold Veterans Integrated Services Network, Service Delivery Network and National Cemetery Area Office executives accountable for meeting these deadlines. I expect the resolution of Year 2000 issues and contingency planning to remain your administration's highest priority.
4. I fully recognize and applaud the successful efforts that your Year 2000 Project Offices have made to mitigate the effects of the Year 2000 change on our information systems. Nevertheless, as we approach December 1999, all of us, including all VA business managers, must continue to take every reasonable action we can to ensure uninterrupted support of benefits delivery and health care to veterans for the Year 2000 and beyond.



Hershel W. Gober